



Bentley Elite Travel Terms & Conditions

The following terms and conditions apply to all Services provided by Bentley Elite Travel (Brigitta Ltd) with the following details:

- **Company Name:** Brigitta Ltd
- **Company Address:** The Gate, Keppoch Street, Cardiff, CF24 3JW
- **Company Registration Number:** 10469541
- **Operator Licence Number:** OP0863

When a Customer places an order the assumption is that they agree to all these terms and conditions between themselves and Brigitta Ltd T/A Bentley Elite Travel.

Definitions

"Booking" means an arrangement that You made when you book our Services.

"Cancellation Fee" means a fee payable by You for the cancellation of the Services by the Customer.

"Chargeable Rates" means the amount agreed for the provision of the Booking.

"Chauffeur" and "Driver" mean any person supplied by Bentley Elite Travel who drives the Vehicle.

"Company", "We", "Us", "Our" and "Bentley Elite Travel" mean the Brigitta Ltd trading as Bentley Elite Travel who shall provide the Service(s).

"Customer" and "You" mean any person(s), firm or company which books/receives services.

"Destination" means the address stated by the Customer at the time of making the Booking as the address to which the Vehicle shall take the Customer and/or any Passengers.

"In writing" means any communications such as emails and letters.

"Journey" or "Trip" means an act of travelling in Our Vehicle from Collection Address to Destination.

"No-show" means an event whereby Customer(s)/Passenger(s) (a) in case of Address Collection, fails to meet the Chauffeur/Driver on the agreed pick-up time at the agreed Pick-Up point; or (b) in case of airport/port collection, fails to meet the Chauffeur/Driver in the arrival hall within the allocated time.

"Passenger(s)" means the Customer and such person(s) who the Customer shall authorise and/or permit to make use of the Services by travelling in our Vehicle.

"Pick Up" and "Collection Address" mean the address stated by the Customer at the time of making the Booking as the address from which the Vehicle shall collect the Customer and/or any Passengers.

"Service(s)" means the transportation of Passenger(s) by Vehicle in the UK, Europe and/or International or other services agrees in written between the Company and the Customer from time to time.



"Terms" means these terms and conditions, as amended from time to time, to which the Customer(s)/Passenger(s) agree upon using any of our Services.

"Vehicle" means any vehicle provided by the Company for the carriage of Passengers.

General Terms & Conditions

By placing an order through our website, phone or via email, you agree that you are legally capable of entering into binding contracts and you are over 18 years old.

Our reservation team will make every effort to assist Customers 24/7. We will strive to exceed all expectations at all times, but 24 hour notice may be required to prepare the chauffeured vehicle for your specific journey.

In order to ensure that our Services meet your expectations, we highly recommend contacting us as soon as you have decided on the date of the upcoming trip.

The Chauffeur/Driver will drive at safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits.

In providing the Services, a Chauffeur(s)/Driver(s) shall choose, at their sole discretion, the route from the Collection Address to the Customer's Destination. If Customer(s) requests that a specific route is taken, any price quoted in respect of such Journey may be amended.

Customer(s)/Passenger(s) is required to comply with current customs laws and regulations and we shall not be responsible for any delays caused by any failure to comply with the same.

Passenger(s) is required to use seatbelts at all times.

We may, in our absolute discretion, decline to accept any Bookings.

Non-Smoking Policy – smoking is not permitted in any of our Vehicles.

Alcohol Policy – Passenger(s) shall not consume alcohol in our Vehicle except with the written permission of the Company and the Company reserves the right to decline carriage to any Passenger(s) who, in its opinion, is intoxicated.

All Our Vehicles are strictly no eating or drinking other than what the Company supply.

Conveyance of Animals – on a private hire, no animals (other than guide dogs and hearing dogs) may be carried in Our Vehicle without prior written agreement from Bentley Elite Travel.

Child Seats – please note child seats are not a requirement in Taxi & Private Hire Vehicles, and for this reason we do not enforce or provide these while undertaking Journey with Us: you can bring your own seat, but this cannot be stored with the Chauffeur/Driver.

Luggage Policy – It's important that the customer informs Bentley Elite Travel of their luggage requirement at the time of Booking. A reasonable amount of ordinary passenger luggage is allowed, but luggage which, in the opinion



of the Chauffeur/Driver amounts to an excessive weight will not be carried. Or 'We reserve the right to refuse to carry luggage, which in the opinion of the chauffeur, is excessively bulky or heavy.'

The Company reserves the right to refuse to transport any Passenger(s) who behaves in a disorderly, threatening or abusive manner or who, in its absolute discretion, the Company considers a nuisance or a danger to its employees, agents, subcontractors or to fellow Passenger(s). The Company is committed to providing services in accordance with the Equality Act. The Company will do what it reasonably can to assist those who are not capable of boarding and alighting a Vehicle unaided.

The Company reserves the right to charge reasonable cleaning charges plus three hours loss of earnings for the driver at hourly rate £50 in the event of spillages or in the event that any Passenger(s) vomits or otherwise soils or damages a Passenger.

We shall not be responsible for any property left in any of our Vehicles. When property is found it will be stored by Us for a period of 7 days and then We shall be entitled to return, destroy or dispose of such property as We believe appropriate.

Prices and product availability are subject to change without notice. Call for current prices.

The Customer shall be liable for any damage caused by Passengers to our Vehicle.

The Company shall not be liable to the Customer(s) for any loss of anticipated savings, business revenues, or profits whether categorised as direct or indirect or any indirect, special or consequential loss (including losses arising from business interruption, wasted management time, loss of goodwill, data and all other such loss whether or not arising in the normal course of business).

The Company shall not be liable to the Customer or be deemed to be in breach of the contract by reason of any delay in performing or any failure to perform any of the Company's obligations under the contract if the delay or failure was due to any circumstances or cause beyond the Company's reasonable control.

The Company shall, in any event, have no liability in respect of any claim, howsoever arising, that is not notified to the Company by the Customer, in writing, with sufficient particularity, to identify the nature and the quantum of the claim within seven days of the occurrence of the circumstances giving rise to the claim.

The Company reserves the right to amend these Terms at any time upon written notice to the Customer. Notice of non-material amendments to these Terms shall be posted on the Company's website.

These Terms shall be governed by and construed in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

The use by the Customer of the Company's website is also governed by the Website Acceptable Use Policy. It is advisable that the Customer takes the time to read these, as they include important terms and conditions which apply to the Customer for any services provided by the Company.



Payments & Deposits

Payments can be made by either cash, BACS, credit/debit card or account terms where these have been applied for and approved by Bentley Elite Travel prior to the commencement of the journey.

Payments can be made via BACS Transfer to Brigitta Ltd T/A Bentley Elite Travel (Sort Code: 16-15-21; Account Number: 11127780).

Where payments are made by cash a receipt will be provided upon request by email/post.

Deposits are non-refundable unless otherwise agreed In written.

If requested to vary the pick up or drop off points from the original Booking this is at the Chauffeur(s)/Driver(s) discretion and will incur additional charges which are payable in full prior to leaving the Pick Up address.

Rates are subject to change at any time.

Cancellations & Refund Policy

Deposits are non-refundable unless otherwise agreed In written.

No refunds are available once the Journey has commenced.

Customer(s) can cancel the Booking up to 24 hours prior to commencement of the Journey at no additional cost. Cancellations within 24 hours are chargeable in full.

Please note the Cancellation policy of 24 hours is acceptable only in case of direct Booking of Services by the Customer with Us. If the Booking was made through third parties such as agencies, brokers, panthers and etc. We strongly recommend checking and respecting Their cancellation policy.

Third parties such as agencies, brokers, partners, etc. in case of need to cancel a booking must rely on the terms and conditions of the cooperation agreement that was accepted between Them and Us.

Bookings & Charges

We may, in our absolute discretion, decline to accept any Bookings.

Your booking may be subject to additional waiting time and car park charges.

Wedding car hire payments - 50% on booking to secure it and the remainder 14 days prior to the event.

If requested to vary the pick up or drop off points from the original Booking this is at the Chauffeur(s)/Driver(s) discretion and will incur additional charges which are payable in full prior to leaving the Pick Up address.

The Company reserves the right to charge reasonable cleaning charges plus three hours loss of earnings for the driver at our normal hourly rate £50 in the event of spillages or in the event that any Passenger(s) vomits or otherwise soils or damages a Passenger.

The Passenger(s) shall be responsible for covering the cost of extra charges in the event of a delay being caused by a 3rd party (immigration or luggage claim queues, lost property or delays caused by the airport/airline used).



Where the Company has quoted a price, the quoted price shall be valid for 24 hours only or such other time as the Company may specify from time to time.

A maximum time of 30 minutes for normal Bookings and 60 minutes for airport/port Bookings will be allocated, after which time non-contact with Customer will classify the Booking to be a "No-Show".

The Company uses Google Maps to improve the website user experience for our Customers. However, the Company does not assume any responsibility for the maps accuracy, distance or time displayed by Google Maps. This is a third party service. If the Customer wants to know the exact distance, the average time of a journey or other information displayed by Google Maps, they should call our Customer Service team on +44 79 155 540 80 or email the Company at bentleyelitetravel@hotmail.com at the time and date of the Booking.

Cookies

By using www.bentleyelitetravel.com you agree to our use of cookies.

Privacy Policy

The Company is committed to protecting the Privacy of its Customers. The Company will only use the information that it collects about the Customers lawfully (in accordance with the Data Protection Act 1998). Information is collected for two reasons: first, to process the reservation, and second, to provide the Customer with the best possible Service. When You book on this website, We will ask You to input personal details in order for Us to identify You and secure your Booking, such as your name, e-mail address, billing address, credit card or other payment information. We confirm that the payment information will not be held by Us, but securely encrypted on the third party payment system We use. The Company will not send out marketing e-mail in the future unless so consented by the Customer. The Company will give the Customer the chance to refuse any marketing email from the Company or from another trader in the future. The type of information the Company will collect about the Customer includes their name, address, phone number, email address and credit/debit card details. The Company will never collect sensitive information about the Customer without their explicit consent. The information held by the Company will be accurate and up to date. The Customer will be able to check the information held by the Company by emailing the same. If the Customer finds any inaccuracies, the Company will delete or correct it promptly. If the Company intends to transfer the Customer's information outside the EEA (European Economic Area), the Company will always obtain the Customer's consent first.

Complaints

Any complaints shall be addressed to Us and made, In writing, within 14 days of the event giving rise to the complaint.

Any dispute in respect of the Chargeable Rates shall be submitted, In writing, within 14 days of receipt by the Customer of the relevant invoice.